

# Pratapsingh Gusai

Address: Mumbai, India 400078 | Phone: 7045768369 | Email: spratap989@gmail.com

## Professional Summary

Customer Support professional skilled in efficiently addressing and resolving client inquiries while maintaining high standards. Strong focus on team collaboration and achieving results. Known for adaptability and reliability in dynamic environments. Expertise in communication, problem-solving, and customer relationship management.

## Skills

- Complaint handling & Complaint resolutions
- Team building & training
- Customer service
- Excellent communication
- Teamwork and collaboration
- Computer skills
- Time management & Multitasking
- Relationship building

## Work History

### 2023-06 - 2025-05 - Customer Support Executive

*Eureka Outsourcing, Mumbai*

- Managed customer email communications for Mahanagar Gas.
- Listened to customers' questions and concerns to provide answers or responses.
- Improved customer satisfaction by efficiently addressing and resolving inquiries, concerns, and complaints.
- Mentored junior team members to enhance their skills and improve overall team performance.

### 2021-08 - 2022-01 - Customer Support Executive

*Reliable Space, Mumbai*

- Managed customer inquiries regarding Royal Enfield motorcycles (Inbound Calls).
- Provided excellent customer service by efficiently resolving issues and responding to inquiries.
- Reduced average call handling time, allowing team to assist more customers per day.
- Investigated and resolved customer inquiries and complaints quickly.

### 2017-06 - 2018-02 - Team Member

*Devayani International Airport Services, Mumbai*

- Kept work areas clean, organized, and safe to promote efficiency and team safety.
- Contributed to team success by completing jobs quickly and accurately.
- Learned all required tasks quickly to maximize performance.
- Consistently demonstrated professionalism, adaptability, and strong interpersonal skills.

## Education

### **2013-03 - H.S.C**

St. Xavier's Junior College - Mumbai

### **2011-03 - S.S.C**

St. Xavier's High School & Jr. College - Mumbai

## Languages

- Hindi
- Marathi